



April 2002

Important Health Benefits News for Benefits Administrators

Upcoming Events

APR

April 15 – May 15 ♦ Health Benefits Open Enrollment for all state agencies, colleges and universities

April 17 ♦ General Assembly veto session

MAY

May 15 ♦ Last day to order current 2001 health benefits materials using the 2001 materials order forms

May 22 ♦ Last day to key Open Enrollment changes for all state agencies, colleges and universities

JUNE

June 28 ♦ Tentative date for completion of Key Advantage, Aetna and Piedmont ID card mailings to active employees and family members

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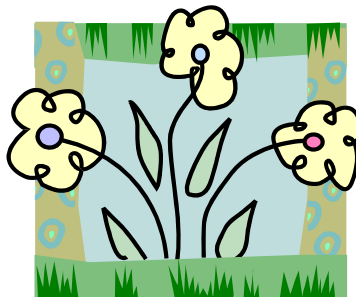
Health Plan ID Card Mailing in June

Benefit changes to health plans offered under the State Health Benefits Program will mean new plan ID cards for members of the Key Advantage, Aetna and Piedmont plans. Since there are no benefit changes to Cost Alliance, current plan members will not receive new ID cards for July 1, and neither will Kaiser Permanente members.

Mailing of all new plan ID cards will be completed by the last week in June for a July 1 effective date.

No New Member Handbooks

The 2000 Member Handbooks for Key Advantage and Cost Alliance will not be revised and reprinted to reflect changes for July 1, 2002. An amendment to the Key Advantage plan, with benefit changes for July 1, is being prepared and will be mailed with plan ID cards. The most current versions of the Member Handbooks, with 2001 amendments, are on the DHRM Web site. The 2002 Key Advantage amendment will be placed on the Web as soon as it is available. If you ordered Member Handbooks and received the 2000 versions with 2001 amendments, you received the correct materials.



Visit The Web!

- Open Enrollment instructions, materials and plans available for July 1 are now on the DHRM web site!
- The web address is www.dhrm.state.va.us.
- Take a look under Announcements on the front page and also in the Announcements section under the Health Benefits tab.
- Find out about Open Enrollment, monthly rates beginning July 1, and plan choices. View the Spotlight newsletter, the new Health Benefits Selection Guide, a Comparison of Benefits, Enrollment/Waiver forms and more!

Retroactive Refunds for Health Insurance

Requests for refunds of health insurance premiums will be based on a correction to the corresponding BES record. This information is provided in Section 1.4 of the revised Health Insurance Manual, available on the DHRM Web site at www.dhrm.state.va.us/services/health/admresrc.htm.

If the BES record does not correspond to the refund request, the Department of Accounts will not issue a refund. In most cases, DHRM will not authorize retroactive refunds beyond the agencies' 59-day limited retroactivity. Therefore, any refund requests submitted for a 59-day window (2 months retroactive) with a corresponding BES screen should be allowed.

No agency will be allowed to request a refund without the above documentation.